

Communications Industry

Consumer Contacts that Require Enhanced Processing

Presented by Utility Company, Category and Subcategory

August 2014

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Communications Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CLR7202	321 Communications, Inc.	Billing	High Bill	1
		Total ICs		
CLC6342	ACN Communications Services, Inc.	Service	Outage	1
		Total ICs		
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	14
		Billing	Bundled Services	6
		Billing	Cramming	3
		Billing	Disputed Customer of Record	4
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	10
		Billing	Late Payment Charge - LPC	3
		Billing	Other Charges	15
		Billing	Slamming	3
		Billing	Toll Dispute	2
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	25
		Lifeline	LLB Approved for Discount	12
		Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	5
		Policy and Practices	Obscene/Threatening/Harassing Calls	1
		Policy and Practices	Safety	1
		Service	Call Quality	8
		Service	Delayed Orders/Missed Appointments	11
		Service	Disconnected In Error	4
		Service	Disconnection Non Payment	1
		Service	Number Portability - Wireless or Landline	2
		Service	Outage	11
Service	Refusal To Serve	1		
Total ICs			147	
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Cramming	1
		Billing	Other Charges	1
		Billing	Slamming	1
		Lifeline	LLB Application Request	1
		Service	Delayed Orders/Missed Appointments	1
Total ICs			5	

Utility Code	Utility Name	Category	Subcategory	Count
CEC3021	AT&T Mobility	Billing	Bill Adjustment	2
		Billing	Bundled Services	1
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	2
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Billing	Out of Service Credit - OOS	1
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	1
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
		Total ICs	24	
CLR7118	Birch Communications	Billing	Slamming	1
			Total ICs	1
CER4412	Budget Mobile	Lifeline	LLB Application Request	1
		Lifeline	LLB Federal Program/Equipment	3
			Total ICs	4
CLC5698, IEC5698	Comcast Digital Phone	Billing	Bill Adjustment	1
		Billing	Early Termination Fee - ETF	1
			Total ICs	2
CLR5425	Covista, Inc.	Billing	Other Charges	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	2
			Total ICs	4
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	Bill Adjustment	1
		Billing	Cramming □	1
		Billing	Payment Error	1
		Billing	Toll Dispute	1
			Total ICs	4
CER4460	Cricket Wireless, LLC	Lifeline	LLB Federal Program/Equipment	4
			Total ICs	4
LEC1007	Ducor Telephone Company	Lifeline	LLB Application Request	1
			Total ICs	1
CLC5429, IEC5429	Frontier Communications of America, Inc.	Billing	Other Charges	2
		Service	Delayed Orders/Missed Appointments	1
		Service	Outage	1
			Total ICs	4
LEC1026	Frontier Communications of the Southwest, Inc.	Lifeline	LLB Approved for Discount	1
			Total ICs	1
IEC5680	Global Tel*Link Corporation	Billing	High Bill	1
			Total ICs	1
CER4381	Greatcall, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
IER7050	Integrated Services, Inc.	Policy and Practices	Abusive Marketing	1
			Total ICs	1
CER4372	I-Wireless, LLC	Service	Dead Zones/Dropped Calls	1
			Total ICs	1

Utility Code	Utility Name	Category	Subcategory	Count
CLR5227, IEC5227	Matrix Telecom, Inc. (Clear Choice Communications; Excel Telecommunications; Impact; Matrix Business Technologies; Trinsic Communications; Vartec Telecom)	Billing	Other Charges	1
		Total ICs		
CLC6005, IEC6005	Peak Communications, Inc.	Billing	Cramming/3rd Party Billing	1
		Billing	Slamming	1
		Total ICs		
CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Billing	Cramming/3rd Party Billing	1
		Policy and Practices	Abusive Marketing	2
		Total ICs		
CER4387	Reachout Wireless	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	5
		Service	Refusal To Serve	1
		Total ICs		
CLC7055	Southern California Telephone Company	Billing	Slamming	1
		Total ICs		
CEC3062, CER4332, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	5
		Billing	High Bill	2
		Billing	Other Charges	3
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	1
		Service	Call Quality	1
		Service	Dead Zones/Dropped Calls	2
		Service	Disconnection Non Payment	1
		Total ICs		
LEC1015	Surewest Broadband; Consolidated Communications	Billing	Early Termination Fee - ETF	1
		Total ICs		
IER6725	Teledias Communications, Inc.	Billing	Slamming	1
		Total ICs		
CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5859	Telepacific Communications	Billing	Bill Adjustment	1
		Billing	Other Charges	1
		Total ICs		
IER6444	Teleuno, Inc.	Billing	Slamming	1
		Total ICs		
CER4380	Telscape Communications, Inc.	Billing	Disputed Customer of Record	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	9
		Lifeline	LLB New Phone Service Not LL Eligible	1
		Total ICs		
CLC6589	Telscape Wireless	Service	Refusal To Serve	1
		Total ICs		
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	Payment Error	1
		Service	Outage	1
		Total ICs		

Utility Code	Utility Name	Category	Subcategory	Count
CEC3056	T-Mobile (Go-Smart Mobile; Walmart Family Mobile; Brightspot; Univision Mobile)	Billing	Bill Adjustment	4
		Billing	Cramming	1
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	Other Charges	1
		Policy and Practices	Abusive Marketing	3
		Service	Call Quality	1
		Service	Disconnected In Error	1
		Service	Disconnection Non Payment	1
			Total ICs	14
CLC5253, IEC5253	Verizon Access Transmission Services	Service	Refusal To Serve	1
			Total ICs	1
CER4386, IEC5378	Verizon Business Services	Billing	Bill Adjustment	1
		Billing	High Bill	1
		Billing	Other Charges	1
			Total ICs	3
CLC1002, LEC1002	Verizon California, Inc.	Billing	Bill Adjustment	1
		Billing	Cramming	3
		Billing	High Bill	3
		Billing	Other Charges	2
		Lifeline	LLB Application Request	5
		Lifeline	LLB Approved for Discount	3
		Lifeline	LLB Dis Switched to Other Carrier	1
		Policy and Practices	Abusive Marketing	2
		Policy and Practices	White Page Listings - Telephone Directory	1
		Service	Call Quality	2
		Service	Delayed Orders/Missed Appointments	3
		Service	Disconnected In Error	1
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	3
			Total ICs	31
CEC3029	Verizon Wireless	Billing	Bill Adjustment	5
		Billing	Bill Not Received	1
		Billing	Cramming	2
		Billing	Early Termination Fee - ETF	2
		Billing	High Bill	4
		Billing	Other Charges	7
		Billing	Out of Service Credit - OOS	1
		Billing	Slamming	1
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	2
		Service	Outage	1
		Service	Refusal To Serve	1
			Total ICs	29
		IER7117	Veza Telecom, Inc.	Billing
	Total ICs			1
CER4327	Virgin Mobile	Billing	Bill Adjustment	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Dis Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	4
		Service	Delayed Orders/Missed Appointments	1
			Total ICs	9
Total ICs Sent ¹				348

¹ Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.